

Subject: Billing Update: Temporary Past-Due Balance May Appear
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From: Church Pension Group
To: emailarchives

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Billing Update: Temporary Past-Due Balance May Appear

Dear Valued Insured:

We are writing to inform you of a recent invoicing issue that may affect your account.

Due to a system error, invoices scheduled to generate on April 3, 2026—and potentially April 4, 2026—were not produced as expected. As a result, if you have a balance that was due on May 1, 2026, that amount may appear as a past-due balance when invoices are generated on May 3, 2026.

To help clarify what action, if any, is needed:

- **If you have already paid your April installment**, please disregard any past-due amount that may be shown. You will only be responsible for the current May invoice balance.
- **If you have not yet paid your April installment**, your balance due includes both the April and May invoice amounts.

Please be assured that this past-due status is solely the result of the delayed invoice generation and is not due to any action or inaction on your part. There is no impact to your coverage, and your account will remain in good standing.

We sincerely apologize for any confusion or inconvenience this may cause and appreciate your understanding. If you have questions or need assistance, please contact our billing department.

Thank you for your continued trust.

Sincerely,
CIAC Billing Team
ciacbillingdept@cpq.org



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